

How could you implement ‘awakened need of change’ for the applying ergonomics to work system in industrially developing countries?

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Abstract: This paper describes the different getting learning understanding of systemic organization knowledge conversation of a Pre-Macro-ergonomics intervention process for ‘Awakened need of change’, based on implementing PDSA Cycles of learning and its ‘Meta-reflection’ as an interactive research work.

The practical applications and implications of the process are drawn from the finding of the framing positive question toward knowing, relating, action, and organizing; 1) what is the successful of this kind of Pre-Macro-ergonomics Intervention right now? (Appreciative), 2) what do we need to change to make a better future? (Imagine), 3) who takes action and with what consequences? (Act)

Keywords: Pre-Macro-ergonomics Intervention Work, Awakened need of change, Meta-reflection, Industrially Developing Countries

1. Introduction

It was emphasized by Zeleny (2010) that pragmatic philosophical roots firmly established that knowledge is: 1) action oriented (i.e., all knowledge is consensual.), 2) socially established (i.e., knowledge is consensually social and without a social context there can be no knowledge.), and 3) relatively interpreted (i.e., although the “given” of sensory data and experience remains absolute, its classification and relation to other things is relative to a given context of experience and intended action.). However, it was Albert Einstein who cautioned our world that “Information is not knowledge”. Einstein also asserted that “Knowledge is experience. Everything else is information” (Zeleny, 2010). He noted that, “Knowledge is purposeful coordination of action. Achieving intended purpose is the sole proof or demonstration of knowledge. Its quality can be judged from the quality of the outcome (product), or even from the quality of the coordination (process)”, (Zeleny, 2010, p.27). This concept of knowledge is significant when it is distinguished with information as well as data when we want a challenging ergonomics intervention work in industries of Industrially Developing Countries (IDCs) with the reflective practices (Helali, 2008; 2012).

Furthermore, Sanchez (1996) gives us some direction when he proposes that three levels of understanding describe three levels of different kinds of knowledge within an organization; *know-how* can be characterized as “practical understanding” or learning by doing, *know-why* as “theoretical understanding” or learning by studying, and *know-what* as “strategic understanding” or learning by using.